# Software Accreditation: terms & conditions of application

1. Definitions
   1. In the following terms and conditions, the word ‘accreditation’ will refer to the process of applying for Software Accreditation.
   2. In the following terms and conditions, the word ‘software’ will refer to the software platform or product that is submitted to Social Value UK for assessment as a part of an accreditation application. This also includes the user guidance that needs to be submitted as a part of the Software Accreditation application.
   3. ‘Software Provider’ refers to the applicant organisation, and owner / producer of the software that is under assessment.
   4. The ‘Assurance Provider’ refers to Social Value UK who are providing the assurance service on behalf of Social Value International
2. Software Accreditation
   1. Software Accreditation reviews the functionality of a software product/platform to assess if the software can provide a user with all of the functionality for undertaking impact management processes in line with the SVI Framework, Social Value Principles and aligned to the Impact Management Rubric for Everyone.
   2. The first part of the accreditation process will undertake a review of the software against all Software Accreditation Criteria (published March 2020).
   3. The accreditation process also reviews the associated guidance for users of the software. This is undertaken using the Product Accreditation Standard (January 2019). This is to ensure that the software provider has guidance for users that is aligned to the SVI Framework and Social Value Principles.
   4. The accreditation does not certify any of the data or reports that are produced using the software product/platform.
3. Making an application
   1. To be eligible for accreditation the Software Provider must be an organisational member of Social Value International. This can be through one of the Joint Member Networks. Details of the Joint Member Networks can be found on the Social Value International website: <https://socialvalueint.org/our-networks/joint-member-networks/>
   2. The Assurance Provider will process applications in order of the dates on which they are received. If there is a significant volume of applications, priority will be given to Software Provider who are current members of Social Value International prior to making their application.
   3. Applications must use the correct application form. This can be found online at <https://eu.jotform.com/200494422144346>.
   4. Each application must include a fully completed Software Accreditation criteria form.
   5. The Software Provider must give the Assurance Provider with access to the software for the application to be processed and formal assessment to take place.
   6. The Software Provider must submit copies of all supporting guidance to the Assurance Provider for formal assessment to take place.
   7. The application form sets out the supporting documents required to complete the application. It is the responsibility of the Software Provider to make sure that all the requirements for application are met.
   8. Applications that do not meet all requirements, or are not complete will be returned and a new application can be resubmitted.
   9. Results of the application will not be released without confirmed payment.
4. The assessment process
   1. The Assurance Provider will carry out assessment of the software on behalf of Social Value International. Staff will treat the applications with complete confidentiality and will not enter into any discussion or communication about the application except for that required by the accreditation process between the Assurance Provider staff and applicants.
   2. The Software Provider may be asked for additional information to support their application. Any additional information requested must be provided within 30 days of the request. Failure to provide the additional information when requested will result in the application being rejected.
   3. The Software Provider must provide access to the software to the Assurance Provider within one (1) week of application.
   4. The formal review of the software will take place at an agreed time between the Software Provider and the Assurance Provider, no later than 3 weeks after initial application is made. The Software Provider will give a demonstration of the software in alignment with the Software Accreditation criteria.
   5. Separately to the formal review, the Assurance Provider will review the user guidance in alignment with the Product Accreditation criteria (January 2019).
5. Results
   1. The Assurance Provider will aim to release the results of an assessment within 2 weeks of the formal review. However during periods of high demand it may take longer for results to be released.
   2. If the Assurance Provider considers the supporting documents to be insufficient evidence the application will be rejected.
   3. There are three possible outcomes of an application for software accreditation:
      1. The software shows good understanding of, consistency with, and application of the SVI Framework and Social Value process and principles. The software can be been accredited.
      2. Although not all criteria have been met, the software has sufficient functionality that shows good understanding of, consistency with, and application of the SVI Framework and Social Value process and principles that an amendment period will be allowed.
      3. The software does not have sufficient functionality that shows good understanding of, consistency with, and application of the SVI Framework and Social Value the process and principles. The software cannot be accredited.
   4. If the software cannot be accredited, applicants can re-apply for accreditation of the same software after 6 months.
   5. Applicants are entitled to receive verbal feedback in addition to the written feedback. Where the verbal feedback is to take place over the internet (for example by using Skype) it is the applicant’s responsibility to ensure that they have access to the necessary equipment and software. If the verbal feedback is to take place by phone it is the applicant’s responsibility to cover the cost of the phone call.
   6. The applicant will be entitled to a maximum of one hour of verbal feedback.
6. Amendment Period
   1. The amendment period will last for 6 months from the date the results are issues.
   2. If the Software Provider is entitled to an amendment period they can resubmit their software for second formal review at any time during the 6 month amendment period.
   3. The Software Provider will need to resubmit an updated version of the Software Accreditation criteria spreadsheet showing how the updates to the software now meets the criteria.
   4. The Assurance Provider will undertake one final formal review as a part of the amendment period, after which final formal results will be issued.
7. Additional terms and conditions
   1. Association of a Software Provider with Social Value International or a Joint Member Network does not imply or award any professional standard or accreditation. The Assurance Provider and Social Value International will not be responsible for any claims made about the quality of Software provider, or about the professional standing of any person associated with a Software provider, other than the accreditation statement.
   2. The Assurance Provider and Social Value International will not be responsible for any actions or decisions that the Software Provider, any user of the software, or any third party takes based upon the accreditation.
   3. The Software Provider agrees that the only statement or ‘claim’ that may be attached to their software is the wording provided by Social Value International in the accreditation certificate.
   4. The Assurance Provider and Social Value International will not accept responsibility for any Software Providers commercial interests that result either from a delay in application, delay in the assessment process or decisions that do not lead to accreditation. The Assurance Provider and Social Value International cannot take any responsibility for undertakings given by the Software Provider to their clients on matters relating to the timing of the assessment or the timing of the accreditation.

I declare that I have read, understood and agree to the above terms & conditions:

Signed:

Date: